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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/002,744	11/02/2001	Toshio Ueno	01701/LH	3837

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EXAMINER

LIN, KELVIN Y

ART UNIT	PAPER NUMBER
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2142

DATE MAILED: 03/21/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.		Applicant(s)	
	10/002,744		UENO, TOSHIO	
	Examiner		Art Unit	
	Kelvin Lin		2142	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 03 January 2006.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-14 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-14 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

Detailed Action

Response to Amended Claims

Claim Rejections - 35 USC § 102

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

1. Claims 1-14 are rejected under 35 USC 102(e)
as being anticipated by Neumann et al., (US Patent 6735592).
2. Regarding claim 1, Neumann teaches a technical support system comprising:
 - a service information portal section which provides web pages as an information input and output interfaces (Neumann, col.14, l.8-11, col.15, l.38-40, col.16, l.11-15);
 - a knowledge base section which stores various claim reports and solutions which correspond to the claim reports and which are provided by engineers (Neumann, col. 5, l.66-67, col. 6, l.1-2, col.18, l.65-67, in which electrical components in a circuit design program corresponds to the provided by engineers); and

- a claim handling section which searches said knowledge base section for solutions which match a claim content input to a client web page (Neumann, col.16, l.1-2, col.18, l.7-36); wherein said claim handling section is configured to perform an ordinary search of collecting the claim reports from said knowledge base section based on product information , which includes at least a product model and a identification of a problem and which is input as the claim content (Neumann, col.17, l.7-9. col.18, l.30-36), and an extended search of (i) extracting predetermined items of claim definition information each in a standard term from claim details input as the claim content in a format substantially similar to natural language (Neumann, col.16, l.23-45), by referring to at least one synonym table which converts synonymous terms having a same technical meaning into the standard term and (ii) then deriving a reduced number of solution candidates, based on a combination of extracted items of the claim definition information, from the claim reports obtained in the ordinary search (Neumann, col.23, l.33-46).
- Issuance of a new claim report to be produced using a report assisting module when no solution matching the claim content is found in the knowledge base section when the ordinary search and the extend search are performed (Neumann, col.20, l.58-67, col.21, l.1-14, Fig. 10, if local result not been satisfied, then extend to

network query (1012), if the local business rule allow the a network query, then parsed query and sent to DDN, if the DDN doesn't respond with a result, a message (report) is present in (1022) indicating that no information is available).

3. Regarding claim 2, Neumann further discloses the technical support system according to claim 1, wherein said claim handling section is configured to check a missing item of the product information based on the extracted items of claim definition information , and to fill in the missing item of the product information with the standard term for the corresponding item of claim definition information (Neumann, Table.1,item 6, col.13, l.24-26).
4. Regarding claim 3, Neumann further discloses the technical support system according to claim 2, wherein said claim handling section is configured to check an error item of the product information based on the extracted items of claim definition information , and requires confirmation s to whether or not the product information is correct, when the claim definition information is inconsistent with the product information (Neumann, col.14, l.42-67).
5. Regarding claim 4, Neumann further discloses the technical support system according to claim 1, wherein said claim handling section is configured to check an error item of the product information based on the extracted items of claim definition information , and requires confirmation as to whether the product information is correct, when the claim definition information is inconsistent with

the product information (Neumann, col.13, l.22, col.19, l.2-3, col.27, l.1-3) .

6. Regarding claim 5, Neumann further discloses the technical support system according to claim 1, wherein said claim handling section includes a synonym table which is referred to in the extended search to convert synonymous terms indicative of a problem into a single standard term (Neumann, col.18, l.41-43, col.20, l.48-49, col.23, l.32-46).
7. Regarding claim 6, Neumann further discloses the technical support system according to claim 1, wherein said at least one synonym table comprises a synonym table which is referred to in the extended search to convert synonymous terms indicative of a unit corresponding to a problem occurring position into a single standard term (Neumann, col.23, l.34-36).
8. Regarding claim 7, Neumann further discloses the technical support system according to claim 1, wherein said at least one synonym table comprises a synonym table which is referred to in the extended search to convert synonymous terms indicative of a cause of a problem into a single standard term (Neumann, col.23, l.34-36).
9. Regarding claim 8, Neumann further discloses the technical support system according to claim 1, wherein said at least one synonym table comprises a synonym table which is referred to in the extended search shown to convert synonymous terms indicative of a treatment for a problem into a single standard term (Neumann, col.23, l.34-36).

10. Regarding claims 9-11 have similar limitations as claims 1-3.

Therefore, Claims 9-11 are rejected for the same reasons set forth in the rejection of claims 1-3.

11. Regarding claim 12, Neumann further discloses a technical support method using a knowledge base section which stores various claim reports and solutions which correspond to the claim reports and which are provided by engineers, said method comprising:

- Performing an ordinary search by collecting claim reports (Neumann col.17, l.7-9);
- extracting predetermined items of claim definition information, each in a standard term, from claim details input as claim content in a format substantially similar to natural language by referring to at least one synonym table which converts synonymous terms having a same technical meaning into the standard term (Neumann, Table.1, item 6, col.13, l.24-26, col.17, l.8-9, col.23, l.34-36); and
- performing an extended search by deriving a reduced number of solution candidates, based on a combination of the extracted items of claim definition information, from the claim reports obtained in the ordinary search (Neumann, col.12, l.11-14, col.23, l.33-46).

12. Regarding claim 13, Neumann further discloses a technical support method according to claim 12, further comprising:

- checking a missing item of the product information based on the extracted items of claim definition information (Neumann, col.13, l.24-26). and
- filling in the missing item of the product information with the standard term for the corresponding item of claim definition information (Neumann, Table.1,item 6)

13. Regarding claim 14, Neumann further discloses the technical support method according to claim 12, further comprising:

- checking for an error item of the product information based on the extracted items of claim definition information (Neumann, col.16, l.30-40 col.23, l.34-36,); and
- requiring confirmation as to whether the product information is correct when the claim definition information is inconsistent with the product information (Neumann, col.16, l.48-67).

Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Kelvin Lin whose telephone number is 571-272-3898. The examiner can normally be reached on Flexible 4/9/5.

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If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Andrew Caldwell can be reached on 571-272-3868. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

3/17/06
KYL

A handwritten signature in black ink, appearing to read "Andrew Caldwell", with a stylized, cursive script.

**ANDREW CALDWELL
SUPERVISORY PATENT EXAMINER**